



Air Force Personnel Center (AFPC)

Welcome to the Benefits and Entitlements Service Team (BEST)

16 December 2002

WHAT CAN WE DO FOR YOU?

We can assist you in obtaining up-to-date information using state-of-the-art technology in the following program areas:

Thrift Savings Plan (TSP)

Federal Employees' Health Benefits (FEHB)

Federal Employees' Group Life Insurance (FEGLI)

Retirement

Survivor Benefits

You will be able to find out about your basic employee benefits and keep up-to-date on legislative issues simply by using a touch-tone phone or Internet to contact BEST. Access to the BEST automated telephone system requires you enter your social security number followed by a Personal Identification Number (PIN). We don't mail PIN numbers out; instead, the system automatically sets your initial PIN as a four-digit number equivalent to your month and year of birth (MMYY). For security purposes, once you access the system, you will be required to change your PIN to a six-digit number of your choice that complies with the security guidelines voiced in the system.

The BEST web system, called the Employee Benefits Information System (EBIS), is a secure web program, so before you can use EBIS, you must first log into the AFPC Secure Web Site. To get started, go to http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm and click on "Enter the AFPC Secure Web Site Login." There are two ways to log into AFPC Secure: DoD PKI certificate and UserID and password.

DOD PKI Certificate. You may use this method if your browser has been configured for use with the Common Access Card (CAC) and CAC personal identification number (PIN), or a DoD PKI software certificate. Click "OK" when you see your name and certificate number in the "Client Authentication" dialog box, insert your CAC card into the reader on your computer, and enter your CAC PIN at the prompt. You will then have access to AFPC Secure. Click on the EBIS button. If this is your first time logging into AFPC Secure, we recommend you also establish a regular UserID and password so that you will be able to access AFPC Secure from your home computer or another workstation.

UserID and Password. You may use this method to access AFPC Secure whether or not your web browser is configured for the CAC card. Just click the "Cancel" button when the "Client Authentication" dialog box appears, and then enter your UserID and password, if you already have one established.

If this is your first time to access AFPC Secure, you'll need to establish a UserID and password. Simply click on the "Civilian" button and enter your SSN, date of birth, service computation date for leave (SCD-Leave), pay plan, pay grade, and pay step. (Use your most recent Leave and Earnings Statement to obtain this information.) Once the system verifies this information, it will permit you to establish your UserID and password. The UserID will default to the first four letters of your last name and the last four digits of your SSN unless you change it. You will then be taken back to the AFPC Secure Web Sites Login page where you will input your newly created UserID and password. A list of AFPC Secure programs will appear - click on EBIS. In EBIS, you may obtain personal information, complete benefit transactions, or obtain annuity estimates. Simply click on the appropriate menu option, and then enter your SSN and BEST PIN (required as an added security measure). If you have not yet established a six-digit BEST PIN via the phone system, you may do it by clicking on PIN on the EBIS menu. Your BEST PIN is used for both the phone and web system, and you may change it at any time in either place.

HOW THE BEST AUTOMATED SYSTEM WILL WORK FOR HEALTH BENEFITS, LIFE INSURANCE, AND THRIFT SAVINGS PLAN SERVICES

You will:

- Access the automated system by phone or web. If calling within the United States, you will dial 1-800-997-2378, or commercial 527-2378 within the San Antonio, Texas area. If located overseas, you will dial a toll-free direct access number (obtain from your servicing Civilian Personnel Flight). The EBIS web system is located on the WWW at http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm.
- Hearing impaired employees may access the EBIS web system, or speak with a Benefits Counselor by calling our toll-free Telecommunications Device for the Deaf (TDD) number: 1-800-382-0893, or (commercial) 565-2276 if calling within the San Antonio, Texas area. Overseas, dial a toll-free direct access TDD number (available from your local Civilian Personnel Flight).
- Select the appropriate program area on the menu for completing benefits transactions or obtaining desired information.
- Obtain general and personal benefits information or conduct your benefits and entitlements elections and changes, as applicable.
- Speak with a benefits counselor *by phone*, if additional information is required.
- Verify your benefits election on your Leave and Earnings Statement.

HOW THE AUTOMATED SYSTEM WILL WORK FOR OBTAINING ARTICLES AND FAXBACK DOCUMENTS

You will:

- Obtain faxback documents through the phone system and web articles through the BEST homepage or the EBIS web automated system. You can print web articles from your computer.
- Within the phone system at the main menu, select “6” for faxback documents and order an index of available fax documents. Then call back and request the document of your choice.
- Enter your commercial fax number, and you will receive the faxback document.

HOW THE BEST AUTOMATED SYSTEM WILL WORK FOR RETIREMENT SERVICES

You will:

- Access the automated system by phone or web.
- Select the appropriate menu area for “retirement” within the telephone or web.
- Obtain general and personal information on your retirement system and your retirement benefits.
- Receive immediate retirement estimates.
- Review faxback documents and web articles for additional retirement information.
- Attend retirement seminars at your local base.
- Receive personal phone-to-phone retirement counseling by BEST Benefits Counselors.
- Process your retirement application by contacting BEST for counseling and procedural guidance on the submission of your retirement forms at least 90 - 120 days prior to your date of retirement.
- Send your retirement forms to BEST.

HOW THE SYSTEM WORKS FOR SURVIVOR BENEFITS SERVICES

Should you die while employed, BEST will provide survivor advisory services and claims assistance. We will personally contact your survivors and we are committed to providing expeditious, professional service. This includes counseling on benefit eligibility and how to apply for those benefits. We will assist survivors as long as necessary, ensuring receipt of all entitled benefits.

HOW THE PROCESS WORKS FOR OBTAINING BENEFITS NEWS

You can obtain benefits news and updates from the BEST homepage.

- Access the BEST website at <http://www.afpc.randolph.af.mil/dpc/BEST/menu.htm>
- Click on “What’s New” for important benefits information.

THE BENEFITS AND ENTITLEMENTS SERVICE TEAM IS GOOD FOR YOU!

Our goal is to provide you with quality and timely customer service. The Air Force Personnel Center Benefits and Entitlements Service Team (BEST) will provide the operational support services you need. We have replaced manual benefits and entitlements processing with currently available Call Center technology. This technology allows your personal involvement by allowing access to your personal benefits information and the ability to conduct transactions via electronic means. The system was designed for you. You will be able to access the BEST Automated System by phone and web 24 hours a day, 7 days a week with the following exceptions: both systems are unavailable on Saturdays from 8:45 p.m. - midnight CST for database backup, and the web system is unavailable on Sundays from 7 a.m. - 10 a.m. CST for maintenance of the AFPC homepage. If you need assistance, you may speak to a Benefits Counselor by calling our telephone automated system and pressing zero (0) within any of the benefits areas. Benefits Counselors are available 7 a.m. to 6 p.m. CST, Monday-Friday.

WHY IS IT A GOOD THING FOR YOU?

- Easier and immediate access to current and complete information.
- Automated system ensures benefits and entitlements accuracy is increased.
- Convenience - You are in control of your benefits and entitlements transactions.

HQ AFPC/DPCMB
550 C Street West Suite 57
Randolph AFB TX 78150-4759

BEST Phone Numbers:
1-800-997-BEST (2378)
Local: (Commercial) 527-2378
Overseas Employees: Dial a Toll-Free Direct Access Number (obtain from CPF)

TDD Number:
1-800-382-0893
Local: (Commercial) 565-2276
Overseas: Dial a Toll-Free Direct Access TDD Number (obtain from CPF)

BEST Fax Number: DSN 665-2936 or 210-565-2936

Web Sites:

AFPC/DPC Homepage: <http://www.afpc.randolph.af.mil/dpc>
BEST Homepage: <http://www.afpc.randolph.af.mil/dpc/BEST/menu.htm>
EBIS Web Application: http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm